



**STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

November 15, 2002

To: All Interested Parties

Re: **STATEWIDE CENTRAL INTAKE FOR CHILDREN'S ADMINISTRATION
(CPS, FRS, CWS, LICENSING COMPLAINTS)**

I am writing to make sure you are aware that we are now proceeding to centralize daytime intake. After Hours intake was centralized August 21, 2002. Central Intake will become a 24/7 operation in mid-December. The overriding reason for making this change is to improve screening decisions, obtain statewide consistency in screening decisions, and to obtain program efficiencies by utilizing the benefits of modern technology where possible. The Department of Social and Health Services cannot expect the Legislature to continue to fund additional positions if we don't also look at efficiencies in how we do business. The last session of the Legislature contained a cost savings provision of 28 FTEs to be saved by the centralization of after hours. Centralization of daytime intake will enhance this efficiency in that we will redeploy our savings to ensure we meet our funded 1:24 caseload ratio for our case carrying CPS, FRS, and CWS staff.

The statewide call center is located in King County. New technology allows us to offer telephone response more effectively and efficiently from a statewide call center than would have been thought possible a few years ago. We acknowledge some opening glitches and have been working zealously to fix those. One example is the delay in pager signals reaching Eastern Washington, which we believe we now have solved.

Central intake will not just be a "CPS Hotline." The central unit will also respond to intake calls regarding family reconciliation, child welfare, and licensing complaints. Access Washington, which is the website for State Government Information & Services, currently offers a statewide resource directory of health care and social services available. This can be utilized by Central Intake staff so they will know about local services.

There will be stakeholder meetings in every Region prior to implementation to present the plan, answer questions and hear your concerns. Information about central intake will be on the Children's Administration web site at <http://www-app2.wa.gov/dshs/ca/index.asp> and the Foster Parent web site at www.wa.gov/dshs/fosterparents. You may also make inquiries/ask questions by sending e-mail to centralizedintake@dshs.wa.gov.

I am [attaching a quick list of questions](#) you can expect to be asked when you make a CPS referral. If you would like to order a supply of the attached wallet card with our phone number, please contact Marjorie Fitzgerald at fmaj300@dshs.wa.gov or by phone 360-902-7844.

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If you have any questions please contact your local Regional Administrator or Nancy Zahn at the numbers listed below.

Ken Kraft, Region 1 DCFS Administrator– (509) 363-3363

Ken Nichols, Region 2 DCFS Administrator – (509) 575-2641

Todd Henry, Region 3 DCFS Administrator – (425) 339-4776

Carol Felton, Region 4 DCFS Administrator – (206) 352-2139

Chris Robinson, Region 5 DCFS Administrator – (253) 983-6260

Dee Wilson, Region 6 DCFS Administrator – (360) 725-6820

Nancy Zahn, Director, Division of Licensed Resources – (360) 902-8348

Sincerely,

ROSALYN ORESKOVICH, MSW

Assistant Secretary

Children's Administration

Attachment